

Dispute/Fraud

Dispute/Fraud is classified as an unauthorized transaction made with a lost, stolen or compromised Travel Card. Any fraudulent charges posted to your account should be reported to the bank immediately. If a transaction appears on your account that is inaccurate due to a vendor error, double-billing or billing an incorrect amount, first contact the vendor and attempt to resolve the issue. If you are unsuccessful in resolving the issue with the vendor, you should contact the bank by calling the number on the back of your card. The bank will get dispute information from you and attempt to resolve the issue with the merchant on your behalf. They will issue a credit to your Travel Card and will contact you directly if more information is needed. Both the disputed/fraudulent transaction and accompanying credit should be coded as **Dispute/Fraud**. Please use this guide to appropriately expense **Dispute/Fraud**.

Accessing Concur

1. Go to **Travel.ou.edu** and login with your 4x4 or username.
2. Click **Expense** from the main menu and either select **+ Create New Report** or access an open report by clicking on the **report name**.
3. For more information on how to complete the report header, see the **Report Header** job aid.

Travel Card Charges

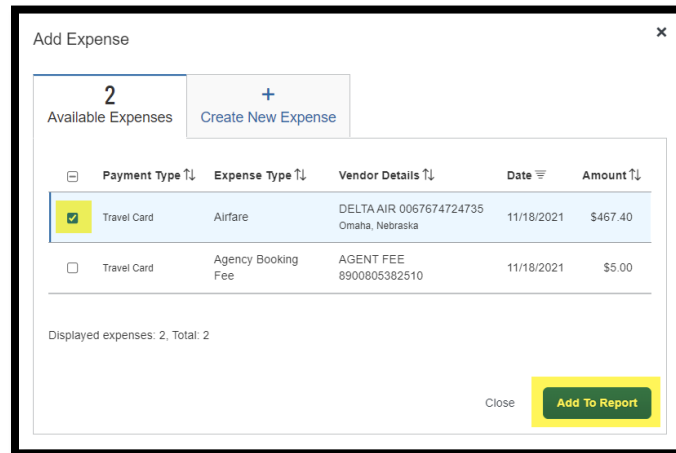
4. To expense a Travel Card charge, select **Add Expense**.



<input type="checkbox"/>	Alerts ↑↓	Receipt ↑↓	Payment Type ↑↓	Expense Type ↑↓	Vendor Details ↑↓
<input type="checkbox"/>	...		Travel Card	Food/Beverage - Business Meal < 10 Attendees Attendees (4)	PANERA BREAD #202812 O Tulsa, Oklahoma
<input type="checkbox"/>	...		Travel Card	Food/Beverage - Business Meal 10+ Attendees Attendees (25)	JIMMY JOHNS - 1524 - MOTO Tulsa, Oklahoma

5. The available card charges will appear under the **Available Expenses** tab in the pop-up window.
6. Click the **box** to the left of the transaction and click **Add To Report** to pull the charge over to the expense report.

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The screenshot shows a window titled "Add Expense" with a close button (X) in the top right corner. At the top left, it displays "2 Available Expenses" and a "+ Create New Expense" button. Below this is a table with columns: Payment Type, Expense Type, Vendor Details, Date, and Amount. The first row is selected and highlighted in blue, showing a checked checkbox, "Travel Card", "Airfare", "DELTA AIR 0067674724735 Omaha, Nebraska", "11/18/2021", and "\$467.40". The second row shows an unchecked checkbox, "Travel Card", "Agency Booking Fee", "AGENT FEE 8900805382510", "11/18/2021", and "\$5.00". At the bottom left, it says "Displayed expenses: 2, Total: 2". At the bottom right, there is a "Close" button and a highlighted "Add To Report" button.

	Payment Type	Expense Type	Vendor Details	Date	Amount
<input checked="" type="checkbox"/>	Travel Card	Airfare	DELTA AIR 0067674724735 Omaha, Nebraska	11/18/2021	\$467.40
<input type="checkbox"/>	Travel Card	Agency Booking Fee	AGENT FEE 8900805382510	11/18/2021	\$5.00

7. Click on the transaction.
8. Either type in **Dispute/Fraud** in the **Expense Type** search bar or scroll through the list of expense types and select **Dispute/Fraud**.
9. This will be the expense type for both the charge and credit.
10. No other information or receipts are required for **Dispute/Fraud** charges.
11. Click **Save Expense** at the bottom left or top right of the transaction.

Additional Information

12. When possible, both the erroneous charge and credit should be combined on the same report.
13. If there are no other expenses, both the **Dispute/Fraud** charge and credit can be submitted on a zero-dollar report.